Nebraska Information Technology Commission

Project Proposal Form

**New or Additional State Funding Requests
for Information Technology Projects**

FY2003-05 Biennium

Project Title	**Desktop Operating System replacement**
Agency/Entity	**Health and Human Services System**

Section I: General Information

Project Title	Desktop Operating System Replacement
Agency (or entity)	Health and Human Services System

Contact Information for this Project:

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Section II: Executive Summary

Provide a one or two paragraph summary of the proposed project. This summary will be used in other externally distributed documents and should therefore clearly and succinctly describe the project and the information technology required.

This project addresses the Health and Human Services Systems (HHSS) IT Technology Plan goal of achieving a single Desktop Platform for all HHSS staff. The project includes the acquisition and installation of new operating systems, desktop memory upgrades, hard drive upgrades, and replacement of desktops unable to run the new operating system.

This project supports the Agency's staff and ultimate mission of helping people live better lives through effective health and human services. The standardization of desktop operating system across the HHSS supports intra-agency collaboration, communication and cooperation. It sets up a common information technology platform upon which staff can depend and one that enables them to help each other understand and effectively use the technology.

This project also supports the NITC (Nebraska Information Technology Commission) goal of aggregating demand and reducing acquisition and operational costs and creating support networks.

Section III: Goals, Objectives, and Projected Outcomes (15 Points)

1. Describe the project, including:
    - Specific goals and objectives;
    - Expected beneficiaries of the project; and
    - Expected outcomes.

Migrate the HHSS Production environment desktops to a common operating system

We are currently operating and supporting four desktop operating systems (Windows95, Windows98, Windows NT, and Windows2000). This requires significant staff time to evaluate and integrate Hardware and Software that is upgraded or replaced with new versions. Our technology infrastructure goal of having one desktop operating system in our production environment will simplify operation and maintenance processes and procedures. It will also support our goal of implementing a totally unattended electronic installation and configuration process for the desktops. The HHSS operates 5500 desktops. These desktops are installed in more than 150 locations throughout the state. Limited staffing requires that we reduce the staff time required to maintain these desktops to be able to respond timely to other higher priority technology needs of HHSS management and staff.

The beneficiaries of the project are all of the staff of HHSS in that they will have a common technology supporting all HHSS programs. Every HHSS staff person will be a resource to every other when help is needed to understand or implement a new function. All technology support staff will benefit from the reduction of time needed to maintain the desktop operating systems and a reduction of time needed to evaluate and integrate new Hardware and Software needed for HHSS operation.

The overall outcome will be the standardization of desktop operating system technology throughout the HHSS resulting in more efficient operation, collaboration and communication, increased stability and reliability and faster implementation of new technology required by the business.

2. Describe the measurement and assessment methods that will verify that the project outcomes have been achieved.

    All HHSS production environment desktops are functioning under the same operating system

3. Describe the project's relationship to your agency comprehensive information technology plan.

    This project is included in the HHSS Comprehensive IT Plan in the Technology renewal section.

Section IV: Project Justification / Business Case (25 Points)

4. Provide the project justification in terms of tangible benefits (i.e. economic return on investment) and/or intangible benefits (e.g. additional services for customers).

    All HHSS staff are dependent on the HHSS desktop computer systems to accomplish their jobs. These systems have a high reliability expectation. Any one of the systems that is not functional for one day may cost the HHSS $160 to $320 in lost productivity time. We operate 5,500 desktops daily. If only 10% were not operational the cost could reach $22,000 per day. We are currently

operating 2,400 desktops using the Windows95 operating system. We currently operate 2,600 desktops under Windows NT, and 500 Laptops under Windows98. The Windows95 operating system has been in operation since 1996 and has been declared obsolete by Microsoft and unsupportable. The Windows NT operating system has been declared obsolete by Microsoft as of June 30, 2002 and unsupportable after June 30, 2003. Third party software suppliers are developing for the Windows2000 and Windows XP operating systems and do not certify their new software will operate at all on Windows95 operating systems and do minimal testing on Windows NT. Already, in some cases, new software will not run on our current operating systems. This prevents HHSS from taking advantage of new software that would effectively benefit its business functions and the public we serve.

5. Describe other solutions that were evaluated, including their strengths and weaknesses, and why they were rejected. Explain the implications of doing nothing and why this option is not acceptable.

There is no other solution but to replace the obsolete and near obsolete desktop operating systems. The risk of not being able to support a mission critical application increases every day. We do not know when a software supplier will send out a change to currently operating software to provide for increased security or functionality that prevents it's operation on our systems. If this occurs we will be in a crisis situation that will not be immediately resolvable. We are operating a business with obsolete technology and no guarantees of continued operation.

6. If the project is the result of a state or federal mandate, please specify the mandate being addressed.

Section V: Technical Impact (20 Points)

7. Describe how the project enhances, changes or replaces present technology systems, or implements a new technology system. Describe the technical elements of the project, including hardware, software, and communications requirements. Describe the strengths and weaknesses of the proposed solution.

Replaces obsolete unsupported desktop operating systems that are depended upon to support the critical daily business functions of the Health and Human Services System. Replacement will continue the operational stability and responsiveness to change we require to stay in business. Delay will result in an exponential decrease in stability and increase in inability to accommodate new technological products that would benefit our functionality. The time and effort required to keep these obsolete systems operational will continue to increase resulting in significant FTE hours expended. This is resulting in a reduction of staff time available to address changes to operational requirements and responsiveness to new required functionality.

8. Address the following issues with respect to the proposed technology:
   • Describe the reliability, security and scalability (future needs fro growth or adaptation) of the technology.

   This effort will result in a continuation of reliability and stability in performance of our desktop computers. The upgraded operating system should serve us through the year 2005.

   • Address conformity with applicable NITC technical standards and guidelines (available at http://www.nitc.state.ne.us/standards/) and generally accepted industry standards.

   Industry Standards recommend that operating systems software 2 Major Releases old be upgraded or replaced. Windows95 is 6 major releases old and WindowsNT is 5 major releases old.

- Address the compatibility with existing institutional and/or statewide infrastructure.

    This effort will enable the operational IT technology supporting the Health and Human Services System to continue desired compatibility with other state or external entities.

Section VI: Preliminary Plan for Implementation (10 Points)

9. Describe the preliminary plans for implementing the project. Identify project sponsor(s) and examine stakeholder acceptance. Describe the project team, including their roles, responsibilities, and experience.

    All tasks will be managed as a single project with two phases. Phase 1 will address the most critical desktops (Windows95) and phase 2 will address the remaining desktops. Phase 1 will extend over a period of 10 months beginning with July 1, 2002 and ending April 30, 2003. Phase 2 will begin July 1, 2003 and spread over the two biennium years. The project is being managed and supported top down with the direction and approval of the HHSS policy cabinet, Administrators, managers and staff. The project team principally consists of Staff of the division of Information Systems and Technology and specific operational division administrators, managers and supervisors during various times of the project.

10. List the major milestones and/or deliverables and provide a timeline for completing each.

    Pre-conversion planning meetings
    Site surveys
    Evaluation of readyness
    Scheduling conversion
    Implementation of conversion
    Post conversion follow-up

    All timelines will vary depending on size and complexity of division being converted.

11. Describe the training and staff development requirements.

    The project will be done with existing staff. Training requirements are minimal hands on at the time of conversion.

12. Describe the ongoing support requirements.

    Normal on-going operating system operational support.

Section VII: Risk Assessment (10 Points)

13. Describe possible barriers and risks related to the project and the relative importance of each.

Barriers would include: Insufficient funding
                               Lack of staff resources

Risks would include: Loss of critical project staff
                               Loss of Funding
                               Delays in equipment and software acquisition

14. Identify strategies which have been developed to minimize risks.

Tight project planning, tracking and control
Project timelines less than 12 months
Technically Qualified project staffing
Top down buy-in
Significant metrics available for decision making and proper planning

Section VIII: Financial Analysis and Budget (20 Points)

15. Financial Information

Financial information included in the spreadsheet:

Excel Spreadsheet
(Double-click)

Costs include:

Upgrade 4800 desktop operating system licenses.	$ 729,600
Upgrade 4200 desktop Random Access Memory (RAM)	$ 147,000
Replace 600 desktops	$ 690,000

Total: $ 1,566,600

Funding Breakdown: $ 783,300 Federal
                           $ 783,300 State

Funding Sources will vary in state and federal funding matching rates. The overall match rate was used in the calculations.

17. Please indicate where the funding requested for this project can be found in the agency budget request, including program numbers.

Funding request for this project can be found in Agencies budget request under:
Operating System Software   26-60-01 program 341
Hardware upgrades will be under all three agencies (20-25-26) specific to the area in which the upgrade is made.

(Revise dates as necessary for your request.)

	Estimated Prior Expended	Request for FY2003-04 (Year 1)	Request for FY2004-05 (Year 2)	Request for FY2005-06 (Year 3)	Request for FY2006-07 (Year 4)	Future	Total
1. Personnel Costs							$ -
2. Contractual Services							
2.1 Design							$ -
2.2 Programming							$ -
2.3 Project Management							$ -
2.4 Other							$ -
3. Supplies and Materials							$ -
4. Telecommunications							$ -
5. Training							$ -
6. Travel							$ -
7. Other Operating Costs							$ -
8. Capital Expenditures							
8.1 Hardware		$ 418,500.00	$ 418,500.00				$ 837,000.00
8.2 Software	$ 193,800.00	$ 171,000.00	$ 364,800.00				$ 729,600.00
8.3 Network							$ -
8.4 Other							$ -
TOTAL COSTS	$ 193,800.00	$ 589,500.00	$ 783,300.00	$ -	$ -	$ -	$ 1,566,600.00
General Funds	$ 96,900.00	$ 294,750.00	$ 391,650.00				$ 783,300.00
Cash Funds							$ -
Federal Funds	$ 96,900.00	$ 294,750.00	$ 391,650.00				$ 783,300.00
Revolving Funds							$ -
Other Funds							$ -
TOTAL FUNDS	$ 193,800.00	$ 589,500.00	$ 783,300.00	$ -	$ -	$ -	$ 1,566,600.00